



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**RCN Telecom Services of Illinois, LLC**  
**for Filing Period 1/1/2009 to 3/31/2009**  
**Tracking Number 2783**

**Performance Data - Code Part 730**

	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	7.00	9.00	10.00	8.67
B. Operator Answer Time - Information Section 730.510(a)(1)	7.00	9.00	10.00	8.67
C. Repair Office Answer Time Section 730.510(b)(1)	3.07	0.43	0.16	1.22
D. Business or Customer Service Answer Time Section 730.510(b)(1)	3.07	0.43	0.16	1.22
E. Percent of Service Installations Section 730.540(a)	99.00 %	99.00 %	98.00 %	99.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	9.00% *	7.00% *	6.00% *	7.00% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.80	1.76	1.24	1.60
H. Percent Repeat Trouble Reports Section 730.545(c)	13.00 %	14.50 %	13.70 %	14.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	5.00 %	1.00 %	1.00 %	2.00 %
J. Missed Repair Appointments Section 730.545(h)	21	11	21	18
K. Missed Installation Appointments Section 730.540(d)	63	56	149	89

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$2,764.00	\$1,539.00	\$966.00	\$5,269.00
B. Number of credits issued for repairs - 24-48 hours	84	70	83	237
C. Number of credits issued for repairs - 48-72 hours	58	31	22	111
D. Number of credits issued for repairs - 72-96 hours	47	35	19	101
E. Number of credits issued for repairs - 96-120 hours	35	13	3	51
F. Number of credits issued for repairs > 120 hours	5	3	3	11
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	362	294	198	854
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	14	6	21	41
C. Number of installations after 10 business days	6	1	10	17
D. Number of installations after 11 business days	3	1	8	12
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$300.00	\$350.00	\$100.00	\$750.00
B. Number of customers receiving credits	6	7	2	15
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	109	93	89	291